

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

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1-11. (canceled)

12. (previously presented) A program-controlled apparatus, comprising:

a hardware device for performing a particular function in the program-controlled apparatus;

a controller, program-controlled by a piece of system software, for controlling the hardware device; and

a memory, permanently connected to the controller locally, for storing individual user data defining a respective user's possible scope of use of the program-controlled apparatus, the controller controlling the hardware device only within the scope of use defined by the individual user data.

13. (previously presented) A program-controller apparatus as claimed in claim 12, further comprising:

a central control unit and a database as the controller which provide operating data for the system software, the central control unit accessing the individual user data stored in the memory and, on the basis of the individual user data, reading out particular operating data stored in the database which corresponds to the respective user's possible scope of use of the program-controlled apparatus, and driving the hardware device on the basis of the operating data.

14. (previously presented) A program-controlled apparatus as claimed in claim 13, wherein the memory is incorporated in a back plane of the central control unit.

15. (previously presented) A program-controlled apparatus as claimed in claim 13, wherein the database is part of the system software.

16. (previously presented) A program-controlled apparatus as claimed in claim 13, wherein the operating data stored in the database defines all service features offered by the program-controlled apparatus.

17. (previously presented) A program-controlled apparatus as claimed in claim 16, wherein the individual user data stored in the memory defines the service features offered by the program-controlled apparatus which are only accessible to the respective user.

18. (previously presented) A program-controlled apparatus as claimed in claim 12, further comprising:

an identification device for inputting an identification code, the controller allowing the hardware device to be controlled independently of the individual user data store in the memory if the identification code input via the identification device matches a particular prescribed access code.

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19. (previously presented) A program-controlled apparatus as claimed in claim 18, wherein the controller allows the hardware device to be controlled on the basis of the entire operating data stored in the database, independently of the individual user data stored in the memory, if the identification code input via the identification device matches the particular access code.

20. (previously presented) A program-controlled apparatus as claimed in claim 18, further comprising:

a smart card reader as the identification device.

21. (previously presented) A program-controlled apparatus as claimed in claim 12, further comprising:

a memory chip as the memory.

22. (previously presented) A program-controlled apparatus as claimed in claim 12, wherein the program-controlled apparatus is a program-controlled telecommunications system, and the hardware device includes a switching network for setting up a communication link between subscribers associated with the telecommunications system.

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